

EXCEPTION REPORT # 6

The testing of Verizon New Jersey (Verizon-NJ) switch translations by KPMG Consulting has resulted in a 28.6% failure rate.

Issue

As part of its OSS testing efforts in New Jersey, KPMG Consulting conducted a switch translations test to verify the provisioning of features associated with telephone numbers as requested on Resale and UNE-P orders.

KPMG Consulting tested 175 orders that required switch translations in Verizon end-office switches. The test revealed 50 of the 175 switch translations were provisioned incorrectly, resulting in a 28.6% failure rate. The failure rate is expected to be below 5%. The table below lists each failed switch translation order, the associated telephone number (TN) and the reason for the failure.

PON	TN	Failure Reason
002011NN0X000006	6096713236	900 blocking not provided
002011NN0X000006	6096715175	not provisioned as UNE-P
002011NN0X000006	6096715186	not provisioned as UNE-P
002011NN0X000006	6096715180	disconnect, should be a working line
002011NN0X000006	6096715195	not provisioned as UNE-P
002011NN0X000006	6096715196	not provisioned as UNE-P
005011NN0X000004	6096715254	didn't drop call waiting and call return
006011NN0X010004	6096715105	didn't drop call waiting
006011NN0X010005	6096715107	didn't drop call waiting
006011NN0X020006	6096715109	disconnect, should be a working line
006021NN0X010001	6096715115	didn't drop call waiting
006021NN0X020002	6096715117	didn't drop call waiting
006031NN0X000002	6096715077	didn't drop call waiting
006031NN0X000004	6096715081	didn't drop call waiting
006031NN0X000008	6096715089	didn't drop call waiting and PIC and LPIC are incorrect
006031NN0X000011	6096713339	didn't drop call waiting
006031NN0X020006	6096715085	didn't drop call waiting
006041NN0X000001	6096715091	didn't drop call waiting, not provisioned as UNE-P, distinctive ring not provisioned
007011NN0X000013	6096713246	didn't drop call waiting and PIC and LPIC are incorrect
007041NN0X000005	6096715119	disconnect, should be a working line
010071NN0X000001	6096715346	not provisioned as UNE-P
010071NN0X000001	6096715351	not provisioned as UNE-P
010071NN0X010002	6096715354	three way calling and call waiting not provisioned
010071NN0X010002	6096715356	three way calling, call waiting and UNE-P not provisioned
010071NN0X010002	6096715357	three way calling and call waiting not provisioned

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010071NN0X010002	6096715359	three way calling and call waiting not provisioned
010071NN0X010002	6096715360	three way calling and call waiting not provisioned
010071NN0X010002	6096715362	three way calling and call waiting not provisioned
010071NN0X010002	6096715363	three way calling and call waiting not provisioned
010121NN0X000001	6096713212	ordered caller ID Deluxe, caller ID provisioned
010121NN0X000001	6096713213	ordered caller ID Deluxe, caller ID provisioned
011071NN0X000004	6094069732	disconnect, should be a working line
012061NN0X010001	6094340193	PIC and LPIC are incorrect, caller ID Deluxe, call waiting and call block were not ordered
013111NN0X000002	7328310208	not provisioned as UNE-P
016061NN0X000001	6096713329	service not restored
016091NN0X000001	6096715291	suspend service was originating only
016091NN0X000003	6096715293	suspend service was originating only
016091NN0X000004	6096715294	suspend service was originating only
016091NN0X000005	6096715295	suspend service was originating only
016091NN0X010002	6096715292	suspend service was originating only
018011NN0X000008	7328312571	should be disconnected
018011NN0X000008	7328312572	should be disconnected
020041NN0X000012	6098838169	disconnect, should be a working line
020061NN0X010001	6096711390	PIC and LPIC are incorrect, the wrong features and provided and UNE-P is not provisioned.
038041NN0X000001	7328312616	should not be ISDN
038041NN0X000002	7328312618	should not be ISDN
038041NN0X000004	7328312622	not provisioned as UNE-P
050021NN0X000002	6096715263	disconnect, should be a working line
050021NN0X000004	6096712851	disconnect, should be a working line
050031NN0X000002	6096715258	disconnect, should be a working line

Assessment

Verizon is not meeting required standards, resulting in damage to the CLEC-customer relationship due to unmet customer expectations. CLEC's cannot expect to satisfy and maintain customers when resale and UNE-P orders have a 28.6% failure rate which greatly exceeds the performance standard of no more than a 5% failure rate.